



Electronic Health Record Modernization Overview for the National Association of State Directors of Veterans Affairs

June 22, 2020

*Transforming Health Care for Veterans,
Revolutionizing Health Care for All*

VA



U.S. Department
of Veterans Affairs



EHRM Background



- In May 2018, U.S. Department of Veterans Affairs (VA) awarded Cerner a contract to replace its current electronic health record (EHR) systems with the commercial off-the-shelf solution — Cerner Millennium.
- The Electronic Health Record Modernization (EHRM) initiative will provide a single interoperable solution across VA and the Department of Defense (DOD) and facilitate the secure transfer of active-duty service members' health data as they transition to Veteran status.
- VA's Office of Electronic Health Record Modernization (OEHRM) provides program management and oversight to enable the seamless delivery of health care to Veterans and qualified beneficiaries through the EHRM implementation.



Nonintrusive Posture in Response to COVID-19



- As the health and safety of patients and clinicians remain a top priority for VA, OEHRM remains in a nonintrusive posture during the COVID-19 pandemic.
- Based on ongoing COVID-19 impact assessments and frequent interactions with medical staff, VA plans to focus on the implementation of CSS in Columbus, while the staff at Mann-Grandstaff VAMC address COVID-19.
- OEHRM continues to make progress during the pandemic as evidenced by the launch of the Joint Health Information Exchange (HIE) on April 18, 2020. Joint HIE allows for immediate patient data sharing between VA, DOD and participating community care providers.



EHRM Why Video



VA Electronic Health Record Modernization



The Why

EHRM is transforming health care for Veterans, revolutionizing health care for all



1

Improve quality of care, patient safety and outcomes for Veteran population

2

Remove barriers for all VA staff to serve Veterans with the most efficient and effective care possible

3

Continue the long tradition of innovation and health care leadership

Why Now?

VA's mission is to provide a high-quality health care system that is interoperable with DOD. A new EHR solution will allow VA to keep up with emerging technology and evolving Veteran needs.

Quality Care and Veteran Experience
Empower Veterans to participate in their own care anytime, anywhere

Taxpayer Savings
Modern, common platform saving millions spent today on local applications and non-enterprise modifications



Efficiency
Standardized workflows that optimize quality, access to care and Veteran experience

Innovation
Driving innovation, security and efficiency in new EHR solutions

Safety
Health and wellness for Service members and Veterans – throughout their military careers and beyond



Program Management Office (PMO)

Provides execution and management oversight to achieve VA's vision and outcomes. Oversees the scope, schedule, risk, performance and quality of the EHRM effort.



Chief Medical Office (CMO)

Oversees strategy and planning efforts for change management, user testing and training, functional governance, care transformation, and business process re-engineering.



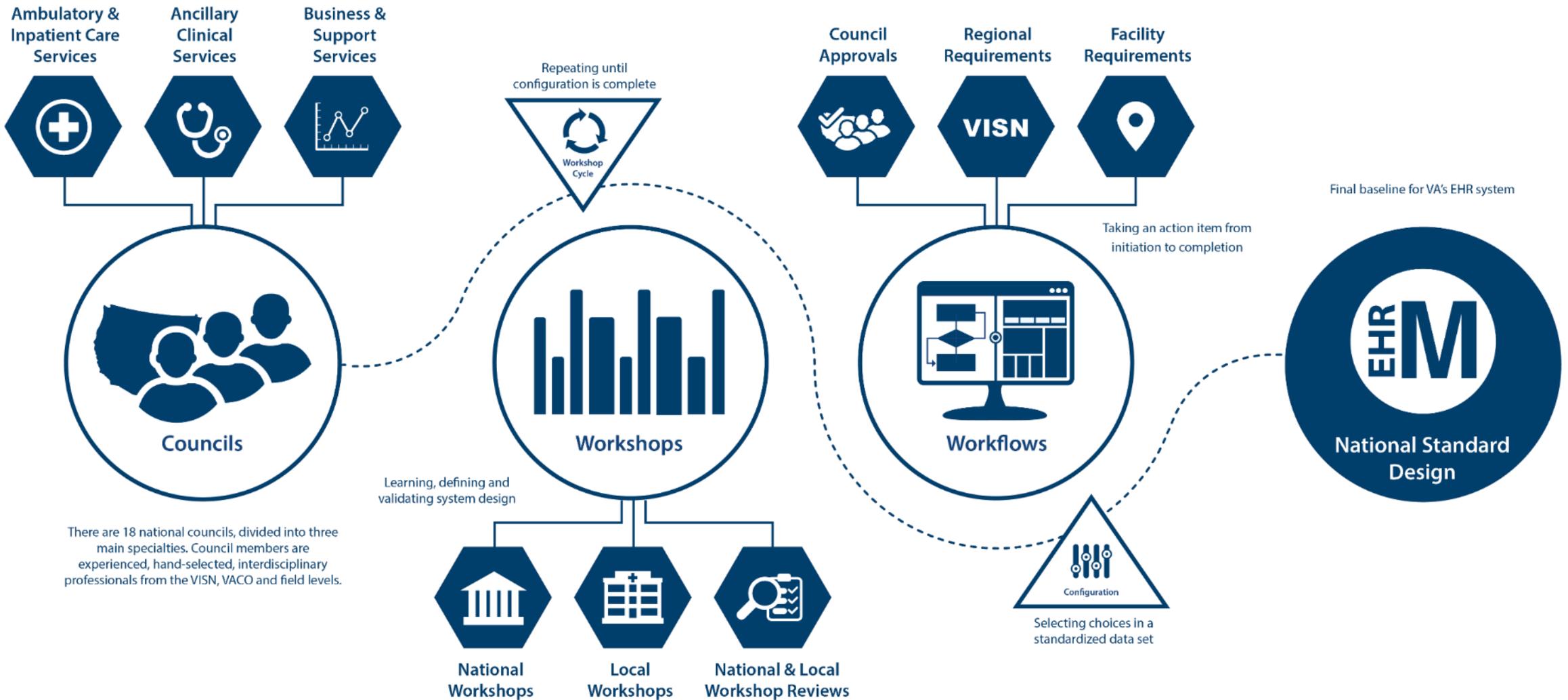
Technology and Integration Office (TIO)

Provides technical leadership, management and oversight of OEHRM information technology. Supports interoperability with DOD.



Centralized Scheduling Solution (CSS)

A new patient scheduling system that will be implemented at VA facilities ahead of full EHR deployment.

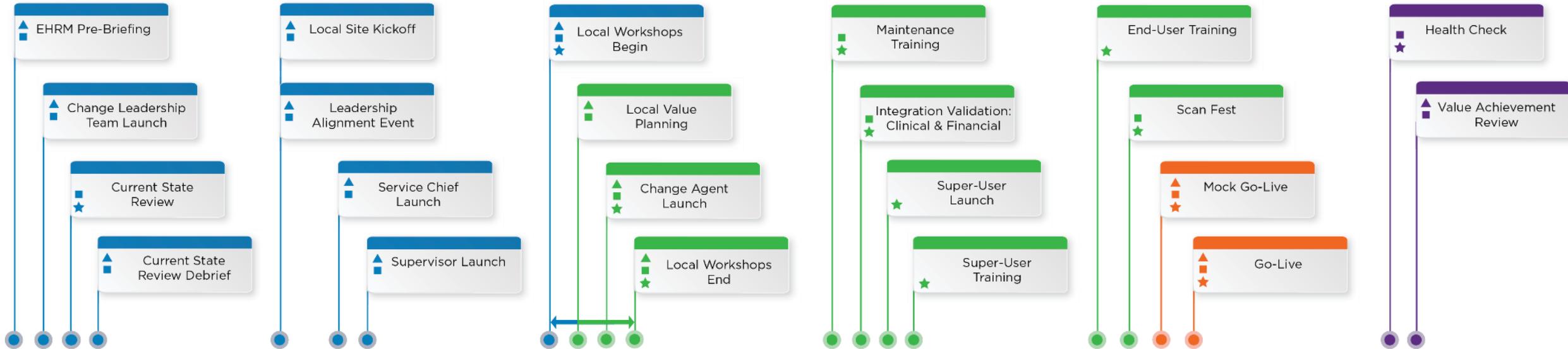




EHRM Implementation Process



This graphic depicts the EHRM implementation process from pre-site kickoff to go-live and beyond. In light of the COVID-19 pandemic, OEHRM is currently [reassessing and revising implementation timelines for its new EHR](#).





Joint Health Information Exchange (HIE)



- VA and DOD launched a Joint HIE on April 18, 2020.
- The Joint HIE provides access to more than 220 participating health networks, representing more than 2,000 hospitals, 8,800 pharmacies, 33,000 clinics, 1,100 labs, 800 federally qualified health centers and 300 nursing homes throughout the country.
- VA and DOD providers will access data from more private-sector partners.
- Data will still be visible through the Joint Legacy Viewer.
- All HIE partners will see data from both VA and DOD.





Top 10 Accomplishments



OEHRM has made significant strides in developing a modern EHR solution that will provide a better health care experience for Veterans.

-  Over **105 billion record elements (prescriptions, lab results, etc.)**, representing 23.7 million Veterans, have been successfully aggregated and migrated to new data centers, as of November 2019.
-  Improvements to network and systems performance and upgrades to bandwidth and cables at the initial operating capability (IOC) sites **reduced the time it takes staff to log in to the computers from 45 minutes to less than a minute.**
-  OEHRM completed **eight national workshops and multiple local workshops**, where front-line staff agreed on over 1,300 design choices and more than 850 standardized workflows, known as the “national clinical standards.” This informed the development of the new interoperable EHR.
-  OEHRM expanded its permanent workforce to **more than 110 full-time government employees, as well as contractors and government staff** on detail assignment, as of December 2019.
-  IOC sites began receiving advanced hands-on education through the new **VA Innovative Technology Advancement Lab**, a series of four three-day sessions that prepare leaders from the IOC sites for EHR implementation.
-  OEHRM established new training facilities near **Mann-Grandstaff VA Medical Center**, the first IOC site, to provide four levels of comprehensive training for more than 5,000 end users.
-  VA developed a master test plan for the comprehensive testing needed to ensure the new EHR solution works for end users from start to finish and is ready to be implemented, or “go live.”
-  **More than 2,300 clinicians and administrative staff accessed a commercial off-the-shelf version of the new EHR solution**, known as the “EHR flight simulator,” for early end-user adoption.
-  OEHRM developed and is executing a **Centralized Scheduling Solution implementation plan** to allow all Veterans Integrated Service Networks (VISNs) to begin using the new patient appointment system in advance of full EHR deployment.
-  OEHRM conducted **18 road shows across all VISNs and the VA Central Office**, reaching more than 1,200 leaders with education materials for user adoption.



EHRM Communication Resources



EHRM External Communication Channels



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Transforming Health Care for Veterans, Revolutionizing Health Care for All

Over the next 10 years, VA will move from using its current electronic health record (EHR) system — the software that stores health information and tracks all aspects of patient care — to a new system that will link in with the Department of Defense’s patient records and unify all VA facilities on one system. The program that will manage VA’s steady transition to the new EHR is called Electronic Health

[VA EHRM External Website](#)

[VA EHRM Mann-Grandstaff Website](#)

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Mann-Grandstaff VA Medical Center

Electronic Health Record Modernization

Electronic Health Record Modernization (EHRM) at Mann-Grandstaff VA Medical Center in Spokane, WA.

Return to Services Directory

CONTACT INFO

Location

Main Hospital

Contact Number(s)

509-434-7000

VA Office of Electronic Health Record Modernization



EHRM Factsheets



These factsheets are designed to share useful, concise information regarding EHRM.

Office of Electronic Health Record MODERNIZATION

ELECTRONIC HEALTH RECORD MODERNIZATION

Transforming Health Care for Veterans, Revolutionizing Health Care for All

The Department of Veterans Affairs (VA) is committed to providing seamless care for Veterans, including access to a comprehensive electronic health record (EHR).

DATA MIGRATION

The First Major Milestone

As the first major step toward a truly interoperable EHR, VA has migrated and represented the records of 23.5 million unique Veterans, to a shared data clinical information relevant for Veterans' care, including vital signs, lab results, diagnoses, procedures and more. To achieve this milestone, VA aggregated VA's legacy EHR system. Data was then copied to Cerner's Kansas City, MO-based EHR system.

Continuous Access to Veterans Health Information

Following successful migration of the aggregated Veterans health information, VA established a connection between VHA and the Cerner EHR, allowing the two systems to communicate throughout the multi-year EHR transition. Through this connection, a Veteran's health information in the new EHR will remain accurate and up to date.

Additionally, to facilitate a smooth transition to the new EHR and mitigate potential clinical impacts, VA will:

- Continue to maintain VHA, including the Computerized Patient Record System (CPRS), until all VA facilities have fully integrated the new EHR.

VA has migrated health records for 23.5 million unique Veterans.

WHAT VETERANS NEED TO KNOW ABOUT HOW VA'S HEALTH RECORD SYSTEM IS CHANGING

VA IS TRANSITIONING TO A NEW ELECTRONIC HEALTH RECORD

In May 2018, the Department of Veterans Affairs (VA) began a 10-year effort to migrate Veterans health data into a modern electronic health record (EHR) that will give VA providers secure access to a patient's complete medical history from the time they entered military service through their transition to VA.

Our nation's Veterans deserve high-quality health care, including access to need to manage cumbersome printed health records, endure repeat tests and visits, or different providers. The new EHR will help improve delivery of VA's current EHR systems have been in use for almost 40 years and support furthering VA's mission to transform how it provides health care requests.

WHAT VETERANS NEED TO KNOW ABOUT CHANGES TO HOW VA KEEPS YOUR MEDICAL RECORDS

VA IS TRANSITIONING TO A NEW ELECTRONIC HEALTH RECORD

In May 2018, the Department of Veterans Affairs (VA) began a 10-year effort to migrate Veterans health data into a modern electronic health record (EHR) that will give VA providers secure access to a patient's complete medical history from the time they entered military service through their transition to Veteran status and beyond.

How VA's Electronic Health Record Modernization (EHRM) effort will affect each individual Veteran depends on two primary factors: whether their records (prior conditions, lab results, etc.) already exist in a digital form and when EHRM is being implemented in their region.

VA HEALTH RECORDS THROUGH THE YEARS

World War II, Korean War, Vietnam War, Gulf War, Global War on Terrorism

1941: VA begins keeping its earliest paper health records.

1981: VA transitions to its first electronic health record.

2020: EHRM deployment begins, providing a complete health record.

ADVANTAGES OF THE NEW EHR

- A common system** to bring together service records from the Department of Defense (DOD) and VA.
- Faster, smarter care decisions** powered by data analytics that take a broad view of a Veteran's medical history and service record.
- Improved and consistent scheduling experience** at VA medical facilities and community care partners nationwide.
- Advanced cybersecurity measures** to ensure data privacy.
- Ability to leverage industry-leading technology and add new functionality** so providers can best serve the unique needs of Veterans.

THE EHRM EFFORT HAS THREE MAJOR COMPONENTS:

- Modernize VA's legacy systems and associated infrastructure.
- Provide Veterans and clinicians with a complete picture of past military service and health outcomes through data analytics.
- Implement a new EHR solution that is interoperable with DOD's existing EHR systems.

HAPPENING NOW

VA's EHRM program will begin going live in March 2020 at VA's Northwest. VA has completed the historic migration of 23.5 million Veterans' health records to the new EHR system. VA is currently in the Technology Advancement Lab (TAL) to train key staff to ensure a smooth EHRM implementation. In addition, VA, Cerner and DOD are applying lessons learned and industry solution.

THE WAY AHEAD

After IOC implementation, VA will deploy its new EHR solution. VA will continue to maintain and support its legacy EHR systems as a new EHR solution, ensuring that current patient records are accessible and of high quality.

After full deployment, VA clinicians will have a complete and accurate picture of a Veteran's health care history, ensuring the highest quality of health care provided to our nation's Veterans.

For more information, please visit: www.ehrm.va.gov

VA | U.S. Department of Veterans Affairs

- [OEHRM Fact Sheet](#)
- [Data Migration Fact Sheet](#)
- [What Veterans Need to Know: How VA's Health Record System Is Changing](#)
- [What Veterans Need to Know: Changes to How VA Keeps Your Medical Records](#)



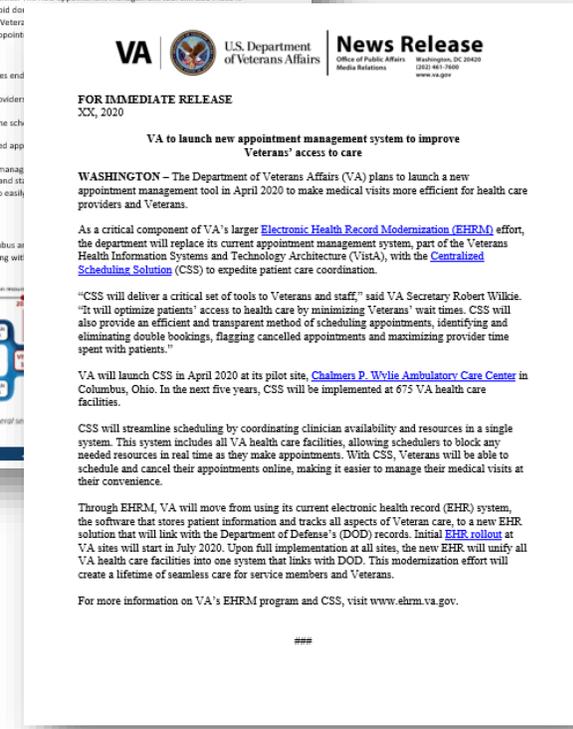
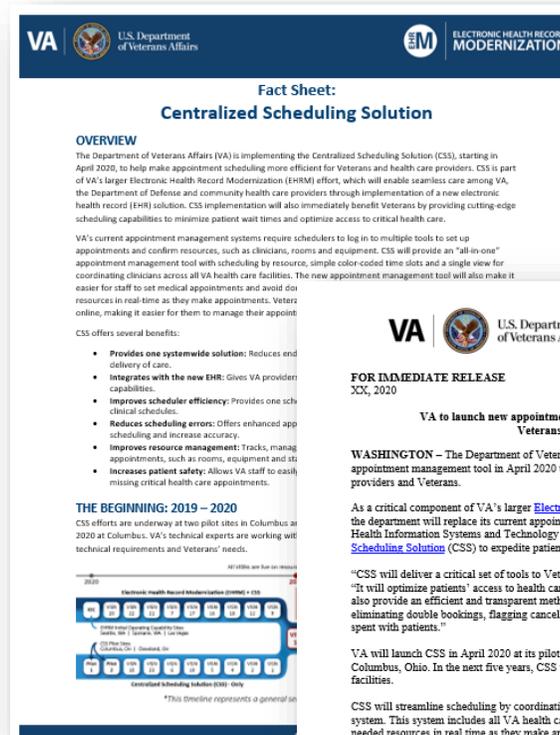
Local Veteran Engagement



CSS Communication Strategy and Tactics



Products/Artifacts	Audience
<ul style="list-style-type: none"> Site Communication Plan (Columbus) 	Columbus Stakeholders
<ul style="list-style-type: none"> Go-Live Communication Plan 	Columbus, Regional and National Stakeholders
<ul style="list-style-type: none"> Web Page on EHRM Website 	Veterans, Stakeholders
<ul style="list-style-type: none"> Fact Sheets FAQs Posters 	Veterans, Stakeholders, News Media
<ul style="list-style-type: none"> News Release SME Media Prep Talking Points 	News Media
<ul style="list-style-type: none"> Congressional Notification/Letter 	Legislators





Veteran Engagement Timeline for CSS at Columbus



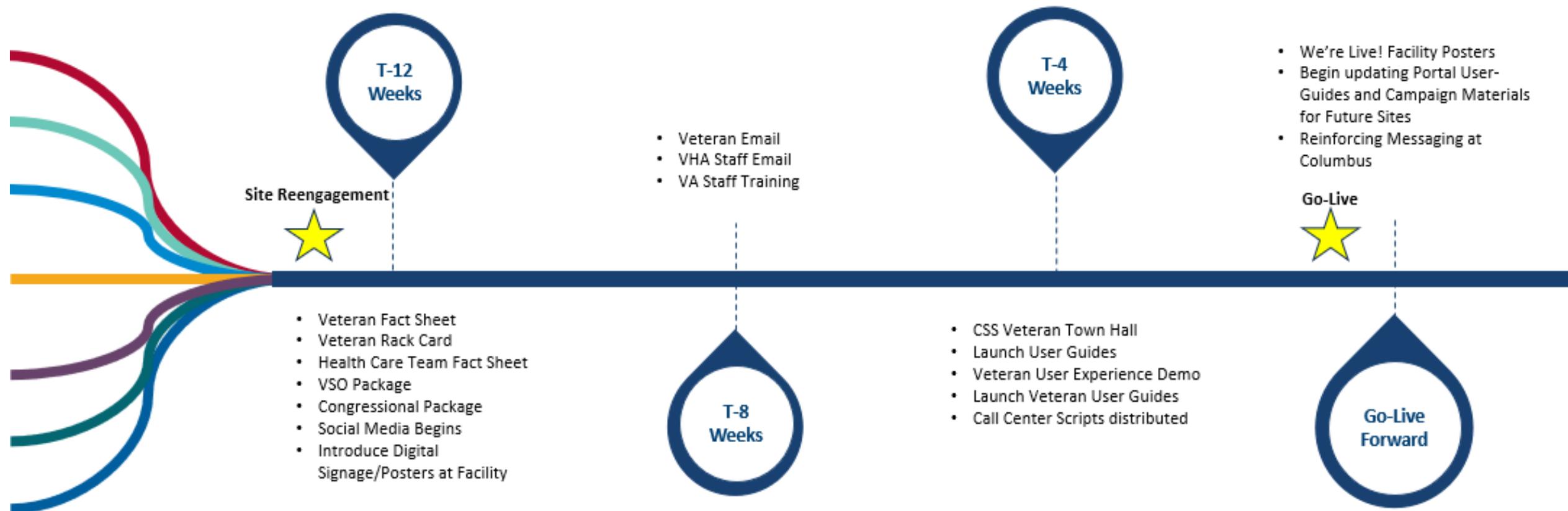
DRAFT

Assumptions:

- Timely review/concurrence processes
- All phases of concurrence are complete by time of site reengagement

On-going Site Opportunities:

- CSS VSO Meetings
- CSS Congressional Briefings





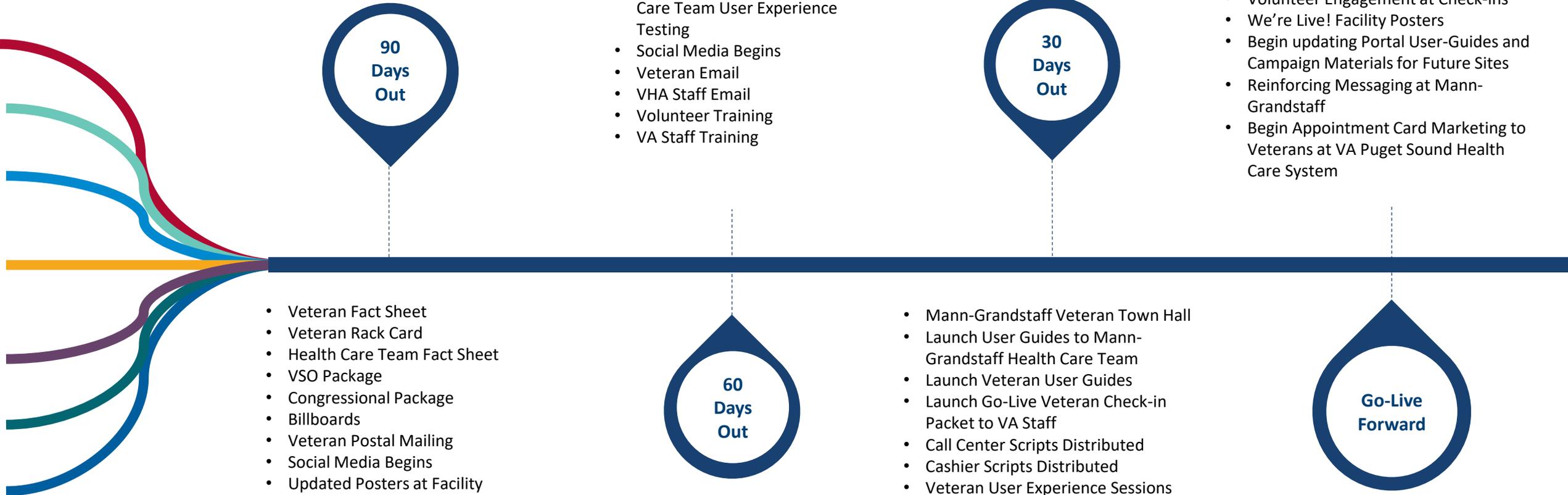
Veteran Engagement Timeline for EHRM at Mann-Grandstaff VA Medical Center



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Ongoing Site Opportunities:

- Mann-Grandstaff VSO Meetings
- Mann-Grandstaff Patient Family Advisory Council
- Mann-Grandstaff Congressional Briefings





How you can help VA:

- Share EHRM resources and messages with your stakeholder groups and audiences
- Invite OEHRM to participate in your conferences and events
- Reach out to us with questions

Learn more

www.ehrm.va.gov